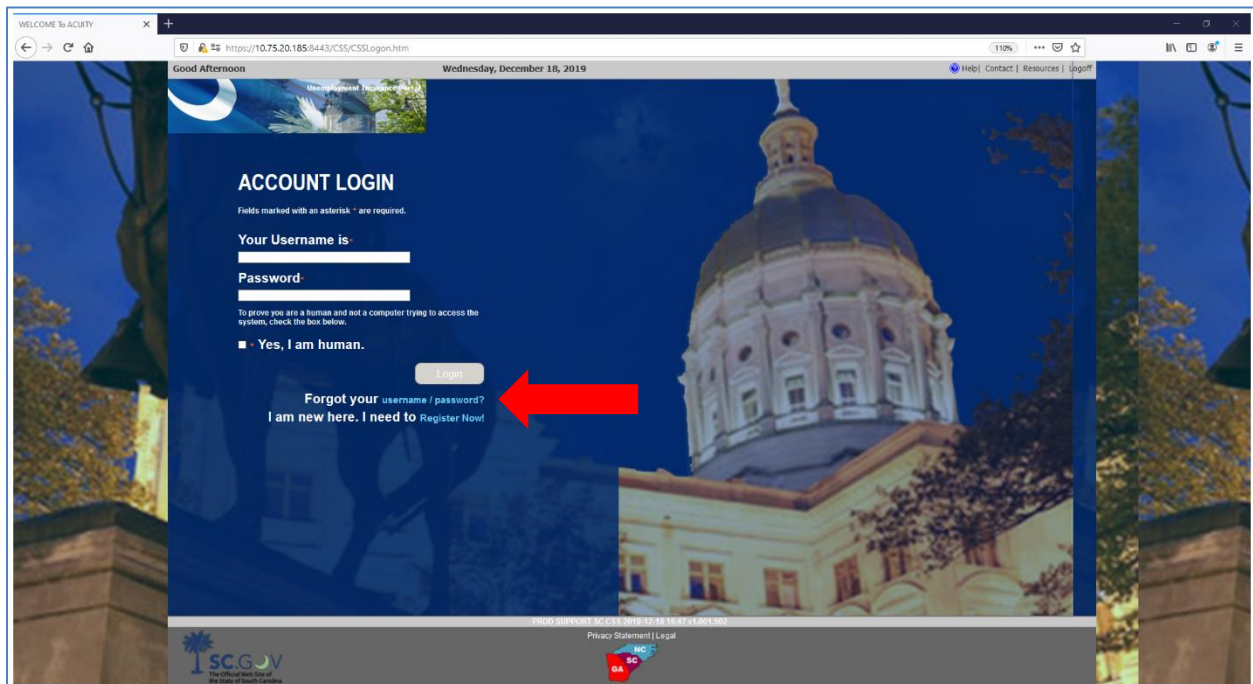
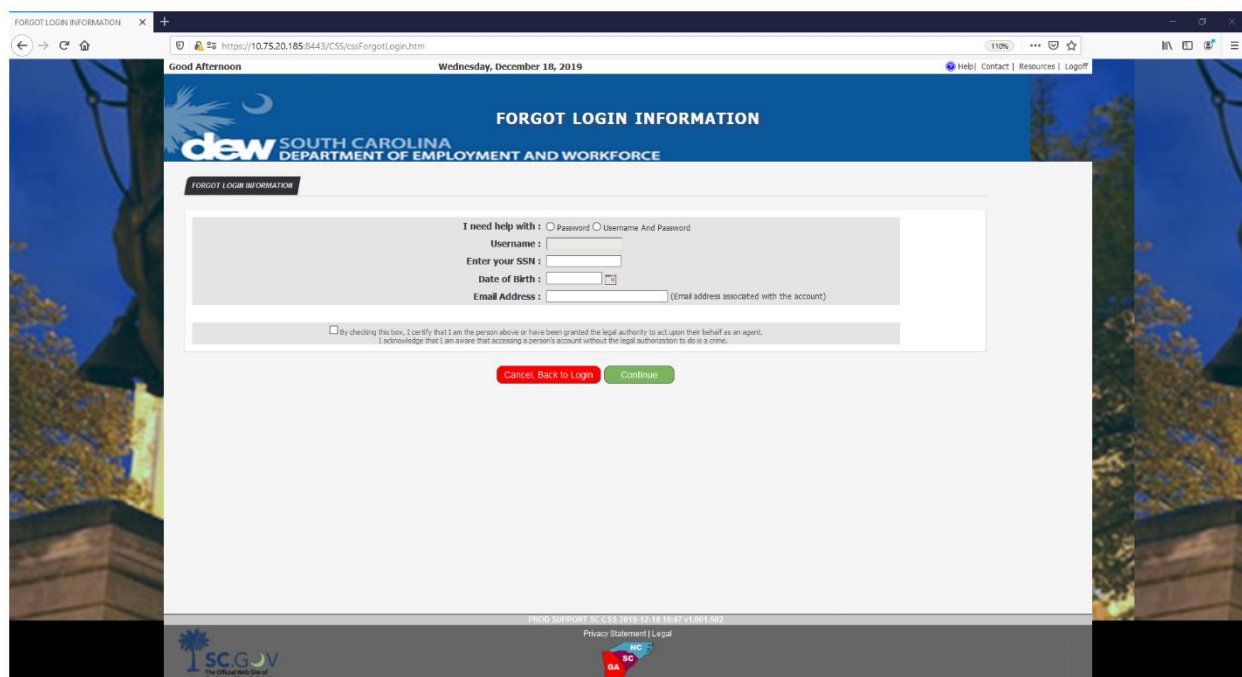


If a claimant forgets their username and/or password, the CSS portal provides the claimant with two options of resetting their password. They can reset their password by answering the security questions or by sending a security code via email to the email address on file.

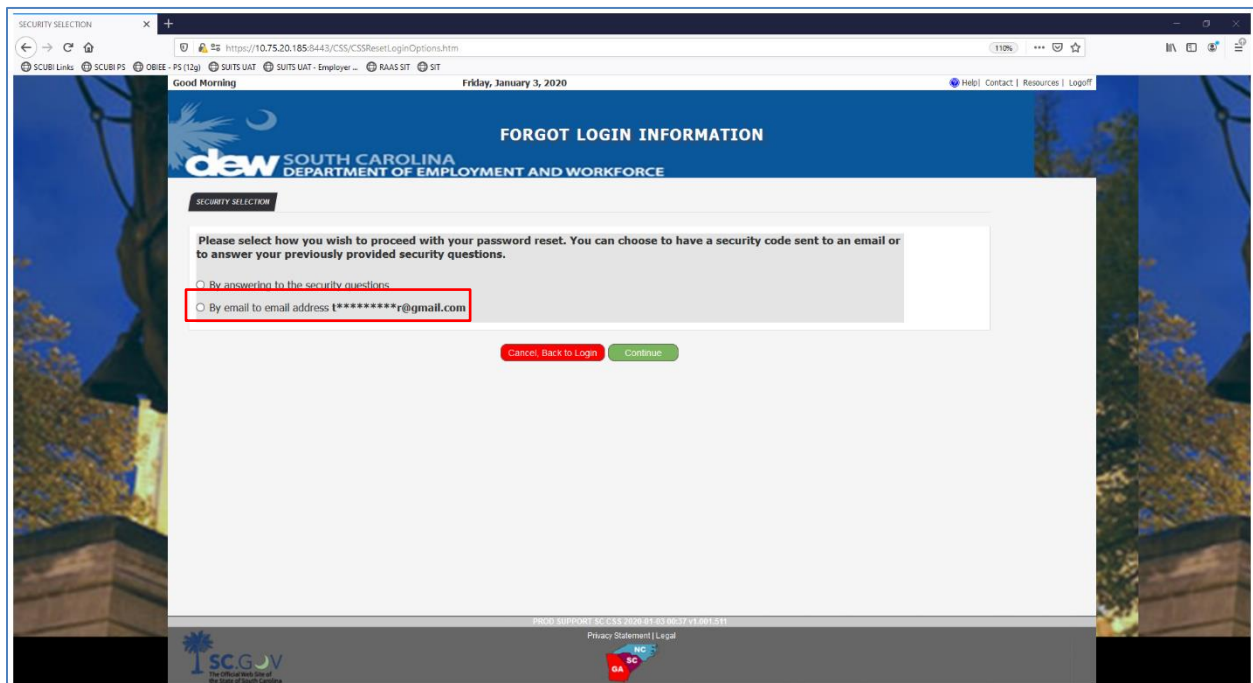
1. Claimant will click on **Forgot your username / password** link from the Account Login screen



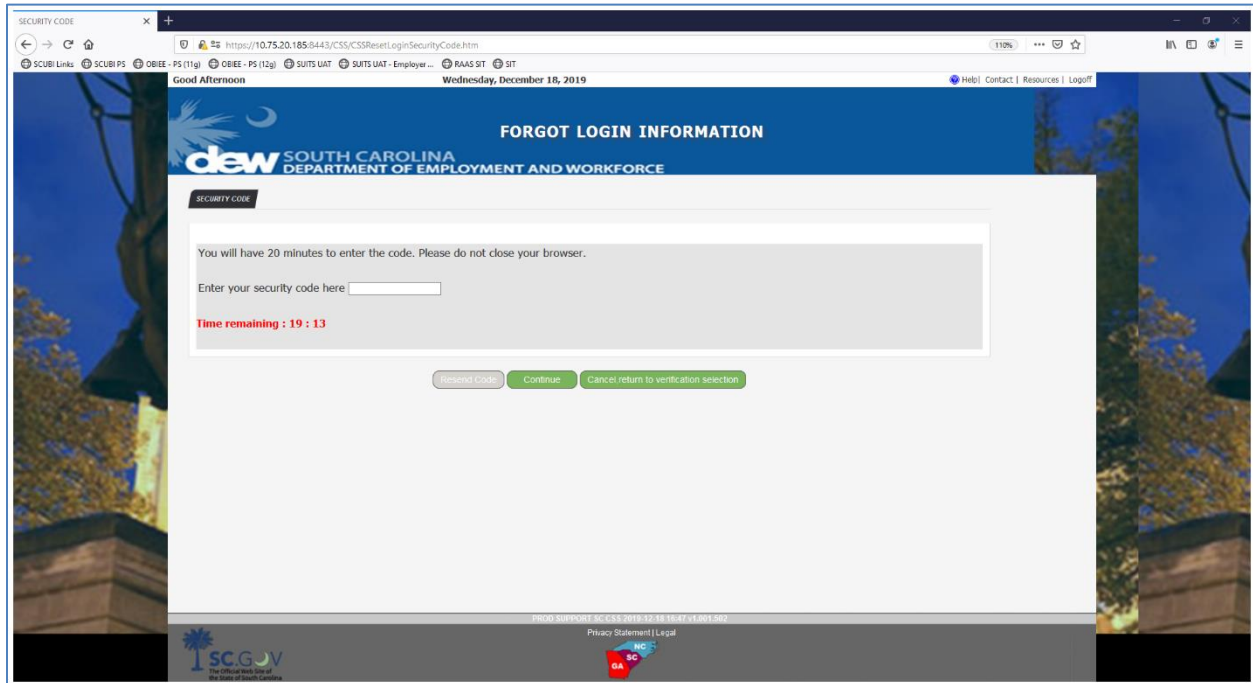
2. Claimant will choose "I need help with Password or Username and Password"



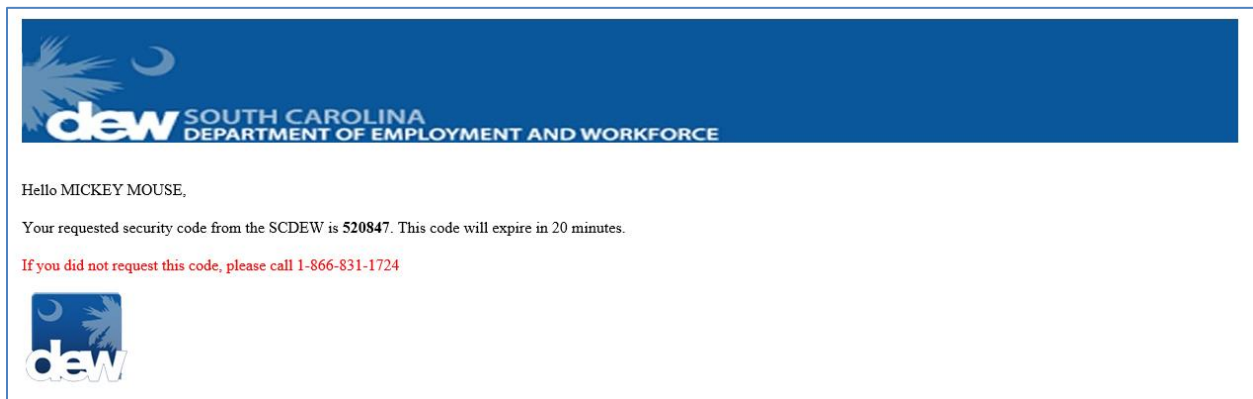
3. Choosing **Password** will require the claimant to enter:
 - a. Username
 - b. SSN
 - c. Date of Birth
 - d. Email address (Email address associated with the account)
4. Choosing **Username and Password** will require the claimant to enter:
 - a. SSN
 - b. Date of Birth
 - c. Email address (Email address associated with the account)
5. Once the claimant enters the required information, clicks the acknowledgment box, and clicks Continue, the system will present the options to reset their password.
6. If the claimant chooses to receive a security code via email, the second option will be selected. The system will mask the email address for security purposes.



- The system will navigate to the security code screen where the claimant is informed they have 20 minutes to enter the code received via email. The screen has a timer that counts down starting at 20 minutes. The code will expire after 20 minutes has passed.



- The claimant will receive an email with the subject "SCUBI CSS Password Reset" that will include the security code that must be entered on the screen. The FROM email address will be DONOTREPLY.SCUI@dew.sc.gov.



9. The system will navigate to the screen where the claimant can reset their password
 - a. If the claimant chose the "Username and Password" option, the Username will be displayed

CLAIMANT ACCOUNT MAINTENANCE

Reset Password

Enter Password and re-type to confirm.
Fields marked with an asterisk * are required.

Password rules:

- A password is CaSe SenSiVe/that means "a" is not the same as "A")
- A password must be at least 8 characters long
- A password must contain
 - At least one number
 - AND At least one CAPITAL letter
 - AND At least one special character(examples of special characters: ! @ % ^)
- A password may not contain your name, birth date, SSN, or username
- A password may not be on our restricted list

* New Password :

* Re-type New Password :

[Cancel](#) [Submit](#)

10. Claimant will enter the new password, following the outlined password rules, and click Submit.

11. The system will present a successful message and a confirmation number. Clicking Continue will navigate the claimant back to the Account Login screen.

PASSWORD CHANGED SUCCESSFULLY

Password Changed Successfully

You have successfully changed your password

You will receive a confirmation of the change via email (if you have an email address on file) or via U.S. Postal mail.

Click "Continue" below to be directed to the Log in Screen

Your confirmation number is: 567719

[Continue](#)

PRIVACY STATEMENT | LEGAL

SC.GOV
The Official Web Site of the State of South Carolina

12. If the claimant chooses to answer the security questions to reset their password, the first option will be selected.

SECURITY SELECTION

Good Morning Friday, January 3, 2020

FORGOT LOGIN INFORMATION

dew SOUTH CAROLINA
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

SECURITY SELECTION

Please select how you wish to proceed with your password reset. You can choose to have a security code sent to an email or to answer your previously provided security questions.

☒ By answering to the security questions

☐ By email to email address t*****r@gmail.com

Cancel Back to Login Continue

13. The system will present the security questions (selected during the claim registration process) and the claimant will be required to answer each question correctly (to match the answers provided during claim registration) in order to navigate to the next screen.

Answer Security Questions

Good Afternoon Wednesday, December 18, 2019

ANSWER SECURITY QUESTIONS

dew SOUTH CAROLINA
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Answer Security Questions

To fix your Log In information, please answer the 3 Questions below.

You answered these questions when you first created your account.

Question	Type your answer
What year was your significant other born?	blue
Who is your favorite film actor?	blue
What is your youngest child's birthday?	blue

Cancel Back to Login Continue

14. The claimant will click Continue when all answers have been recorded.

15. If the claimant does not know the answers to the security questions presented, choosing the red “Cancel Back to Login” button will take the claimant back to the SCUBI Login screen where they will sign in and choose another method of resetting their password.
16. The system will navigate to the screen where the claimant can reset their password
 - a. If the claimant chose the “Username and Password” option, the Username will be displayed

Good Afternoon Wednesday, December 18, 2019

CLAIMANT ACCOUNT MAINTENANCE

Reset Password

Enter Password and re-type to confirm.
Fields marked with an asterisk * are required.

Your Username is: **PWRESETTE51217**

Password rules:
 A password is CaSe SenSiVe!that means "a" is not the same as "A")
 A password must be at least 8 characters long
 A password must contain
 • At least one number
 • AND At least one CAPITAL letter
 • AND At least one special character(examples of special characters: ! @ % ^)
 A password may not contain your name, birth date, SSN, or username
 A password may not be on our restricted list

New Password:

Re-type New Password: